Dealer Selection Board have since been dissolved. It generally takes 6 to 12 months for commissioning of dealership/distributorship from the date of interview.

Production at Panipat Refinery

858. SHRI PRAFULL GORADIA: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) the total production at panipat Refinery during 1998 and 1999;

(b) what are the losses during these two years;

(c) the reasons therefor; and

(d) the steps being taken to improve the performance?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI E. PONNUSWAMY): (a) Total production of petroleum products at Panipat Refinery during the year 1998-99 and April-December, 1999 is given as under:—

Figures in Thousand Tonnes (TMT)

1998-99	1908
April-Dec., 1999	2417

(b) As compared to targets, production during the year 1998-99 and April-December, 1999 was less by 1297 TMT and 236 TMT, respectively.

(c) Loss in production was mainly due to delay in project completion/commissioning resulting from delayed supply of equipment by vendors and subsequent teething problems cropping up during stabilisation of major process units.

(d) All the design deficiencies in the plant were taken up Indian Oil Corporation Ltd. (IOCL) with the Project Management & Engineering Consultant - Engineers India Limited (EIL) for the project. Several steps have been taken up by Indian Oil Corporation

Ltd. (IOCL) including third party audit and positive material identification/segregation to avoid failures and metallurgy mix up. The subject matter has also been taken up with several vendors who supplied equipment to undertake corrective action wherever necessary.

Grievances of LPG Consumers of IOC

859. SHRI C. RAMACHANDRAIAH: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether is a fact that Indian Oil Corporation has no programme to tackle the grievances of LPG consumers;

(b) how many LPG consumers does Indian Oil Corporation serve in the country, state-wise;

(c) whether any effort will be made to emulate certain other oil companies who are ahead in the field of cunsumer relations; and

(d) the reasons for delay in undertaking exercises to remove grievances of LPG consumers?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI E. PONNUSWAMY): (a), (c) and (d) Indian Oil Corporation (IOC) has a well trained and elaborated system to tackle grievances of consumers at various levels. Each Indane area office operates a customer service cell at its premises on all working days. Similarly, each field officer operates the zonal service cell in his area of operation at a specified distributor's showroom. The customers grievances are attended on the spot and redressed instantly.

In addition to this, the company has also a regular system of interaction with the customers to ascertain their problems through organising face to face meets and customers education clinics.

(b) The State-wise customer holding of the IOC is given in the Statement.